

DEFINITIONS

The following terms shall have the meaning set forth below:

Accredited Provider - A provider that has been evaluated and certified by a process of study or an external body as meeting certain predetermined standards. Accreditation may either be permanent or a specified period of time.

Ancillary Services - Laboratory, Radiology services, etc. Pharmacy is not included, except as noted in Paragraph 3.5.

Appeal - A formal written request to the appropriate party as described in paragraph 3.8.2.5.

Beneficiary Service Representative (BSR) - The BSR provides customer service, satisfaction, and enhanced beneficiary education.

Case Management - A program to assess, plan, implement, coordinate, monitor, and evaluate options and services to meet an individuals health needs through ongoing communication with the Lead Agent to determine available resources to promote quality cost-effective outcomes.

Claim - Any request for payment for services rendered related to eligible beneficiaries as defined under this contract related to care and treatment of a disease or injury which is received from a Beneficiary Service Representative (BSR) or the Contractor on any TRICARE approved claim form or approved electronic medium in accordance with HIPAA guidance.

Claim Form - A fixed arrangement of captioned spaces designed for entering and extracting prescribed information for the purpose of requesting payment/reimbursement of expenses.

Contractor's Agents - All staff, providers and facilities in the Contractor's network or commercial network, plus new programs.

Credentials - Documents providing evidence of education, training, licensure, experience, board certification, and expertise of the health care provider.

Defense Eligibility Enrollment Reporting System (DEERS) - Worldwide automated system maintained by the DOD for the purpose of maintaining members, former members and their family members, and verifying members', former members' and their family members' eligibility for health care benefits in the direct care facilities and for TRICARE/CHAMPUS.

Deployed Personnel - An active duty member who is assigned a mission on a ship/vessel or in a specified country for either exercise or real-world purposes in support of mission requirements.

Eligible Beneficiaries - Individuals entitled to health care covered under this SOW, as defined in paragraph 1.1.1.

Emergency - Medical emergency is the sudden and unexpected onset of a medical condition or the acute exacerbation of a chronic condition that is threatening to life, limb, or sight, and requires immediate medical

treatment or manifest painful symptomatology requiring immediate palliative efforts to alleviate suffering. A maternity emergency is a sudden unexpected medical complication, which puts the mother, or fetus, at risk. A psychiatric inpatient admission is an emergency when, based on psychiatric evaluation of the patient performed by a physician (or other qualified or mental health care professional with hospital admission authority), and there is immediate risk of serious harm to patient or others as a result of patient's mental disorder, requiring immediate and continuous skilled observation at the acute level of care.

Emergency Services - The resources, both personnel and facilities, that are available 24-hours-a-day to assess, treat, or refer an ill or injured person (to include the prudent person concept) for medical or dental treatment. This includes ambulance services, Emergency Room services, aeromedical evacuation, and other medically necessary services.

Explanation Of Benefits (EOB) - The document prepared by insurance carriers, health care organizations and TRICARE to inform beneficiaries/providers of the actions taken with respect to a claim for health care coverage.

Enrollment - Enrollment is action that officially makes AD and ADFMs eligible for the TOP Prime in remote overseas areas. The enrollment function for Puerto Rico is performed by the Government.

Fitness For Duty - Any diagnosis that will call into question a service member's ability to perform duties worldwide or the member's fitness or continued service.

Global Patient Movement Requirements Center (GPMRC) - Military Activity that regulates patient movement for DoD HSR 15. The GPMRC is located at Scott AFB, IL GPMRC.

Government - Unless otherwise specified, this refers to the Government of the United States as represented by a duly authorized individual.

Healthcare - All medical, surgical, maternity, and gynecological, mental health and AD dental care.

Health Care Finder (HCF) - Healthcare professionals who assist beneficiaries with locating providers and in getting authorizations for certain types of procedures and hospitalization.

Health Care Provider - (Herein known as Provider). A health care professional, or healthcare facility, licensed or certified to perform health care services, to include dental, by an appropriate Commonwealth of Puerto Rico Government Board or Agency or a host nation professional health care society or organization.

Health Care Assistance Line (HCAL) - A subset of services to be offered under the Call Center. These services will be provided 24 hours a day, 7 days a week, and the telephone line will be staffed by health care professionals to provide advice and assistance to beneficiaries.

Leave - When an active duty member is authorized time off from official duty for a specific period of time and is not on a pass period.

Liberty - When an active duty member has been granted a pass period however, the member is still on-duty. Under this contract, all

healthcare bills for deployed personnel in the Navy/Marine Corps, to include deployed in a liberty status, shall be submitted to the overseas claims processor.

Medically Appropriate - Any healthcare examination, test, or procedure that is generally accepted as appropriate routine medical/dental practice in such treatment locations and equivalent to standards in the United States. This includes tests, procedures or other services generally accepted by specialists and consultants.

Managed Care - A systematic approach to managing health care while controlling costs.

Mental Health Provider - Provider who meets the requirement of the Commonwealth of Puerto Rico practice in the mental health arena, to include psychiatrists, psychologists, social workers and licensed counselors.

Mission Essential Care - Care required to ensure the operational readiness of forces. Mission essential care shall be accessible within the urgent care standards.

Network - Group of providers and/or healthcare facilities under agreement with the Contractor to provide health care services in the Commonwealth of Puerto Rico for TRICARE beneficiaries, following TRICARE guidelines.

Outside Continental United States (OCONUS) - Includes the U.S. Territories and all countries outside of the United States. For the purposes of this contract, only the Commonwealth of Puerto Rico is a covered country.

Other Health Insurance (OHI) - Medical service or health plan that duplicates all or part of a beneficiary's TRICARE benefits.

Overseas Claims Processor - A healthcare entity with whom TMA has entered into a contract to process claims for overseas health care services.

Prudent Person Concept - Acute symptoms of sufficient severity -- including severe pain--such that a 'prudent layperson' could reasonably expect the absence of medical attention to result in placing the individual's health in serious jeopardy, serious impairment to bodily functions, or serious dysfunction of any bodily organ or part.

Remote Healthcare Locations - Cities in Attachment 2 where networks are required in the Commonwealth of Puerto Rico where beneficiaries may seek care as outlined in paragraph 1.1.1. Other locations in Puerto Rico are covered; however, there is no requirement for a credentialed network, as outlined in Paragraph 1.1.1. All services will be cashless, claimless.

Temporary Duty (TAD/TDY) Status - When an active duty member is assigned duties at a location other than their permanent unit of assignment.

Transport Agencies - Responsible for coordinating all urgent or emergent patient movement. GPMRC is the military activity that regulates patient movement for DoD HSR 15.

TRICARE Lead Agent - The agency responsible for planning and delivering

services to meet the healthcare needs of their areas of responsibility to include oversight and administration of contracted tasks, excluding claims adjudication: TOP Lead Agent is: **TRICARE Latin America and Canada (TLAC) HSR 15:** Located in Fort Gordon, Georgia, and responsible for health service delivery in the Commonwealth of Puerto Rico.

Urgent Health Care - Urgent care is medically necessary treatment that is required for illness or injury that would not result in further disability or death if not treated immediately. The illness or injury requires professional attention, and should be treated within 24 hours to avoid development of a situation in which further complications could result if treatment is not received. This includes primary/specialty care that is designated as mission essential which creates the need for an urgent healthcare referral.